NETStudy
Temporary User Manual
For Paying Programs

Minnesota Department of Human Services
Division of Licensing
PO Box 64242
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Overview

The Department of Human Services has developed an internet-based application that allows users to submit and receive the results of background studies electronically via the Internet. You must use one of the following internet browsers: Internet Explorer Version 6.0 or higher, Firefox version 2.0 or higher or Safari version 3.0 or higher.

In the past, agencies were allowed to activate and use their account only after attending a NETStudy training session.

You agency has requested expedited enrollment in NETStudy. This manual will describe the limited functions available to you under an expedited enrollment.

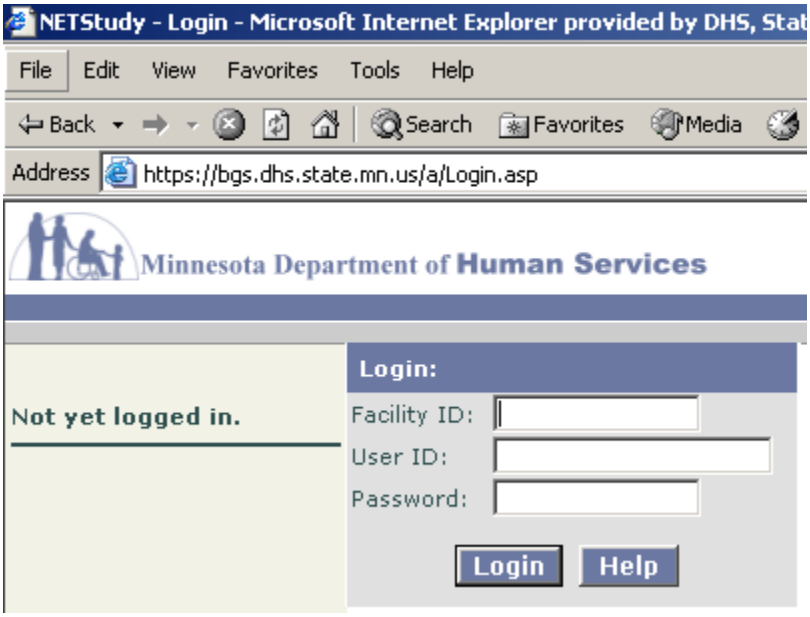
Your administrator and/or background study contact person have been provided with one temporary user and password.

IMPORTANT NOTE: The temporary user and password will expire 120 days from the date it was issued. If someone from your agency has not completed a NETStudy training session by that time, the ability to review study results on-line will be removed. You will still have the ability to create, pay and submit studies but you will have to wait for the result to come in the mail.

Logging in to your account

To log in your account, go to https://bgs.dhs.state.mn.us. To log in to your account, you will need your **facility ID** number. You will also need the temporary user name and password that were provided to you by the NETStudy Administrator.

When you have entered the required information to log in to your facility account, click the <Login> button.



Main Menu

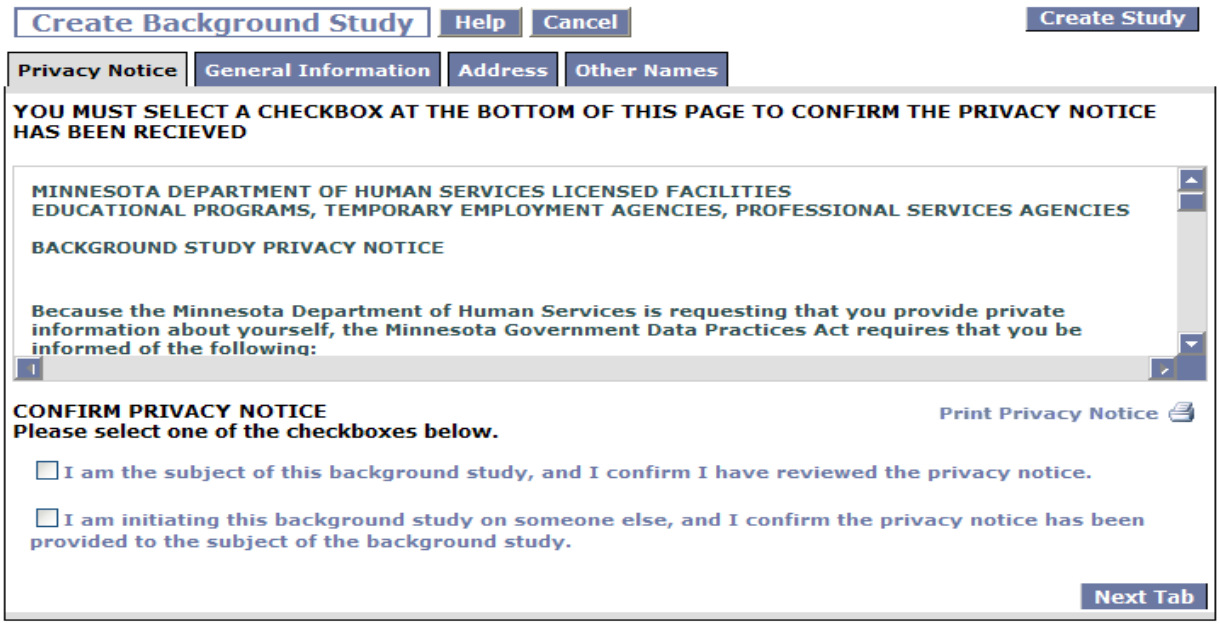
Upon logging in to your account, you will see the Main Menu with three options. The three functions on the Main Menu are explained below.

Please select from the following options:
Create Background Study Request
Review Results of Study Requests
Make Payment and Submit Studies (0)
What's This

Create Background Study Request

There are four tabs on the screen used to create a background study: 1) Privacy Notice, 2) General Information, 3) Address, and 4) Other Names. Some programs have an additional tab called: "PCA Services?".

Privacy Notice tab: Before a background study can be initiated on an individual, the subject must be informed of their privacy rights. A copy of these rights can be printed through the "Print Privacy Notice" icon. In order to enter in background study information, a user must confirm that the background study subject has reviewed/received the privacy notice.


Create Background Study
Help
Cancel
Create Study
Privacy Notice
General Information
Address
Other Names
YOU MUST SELECT A CHECKBOX AT THE BOTTOM OF THIS PAGE TO CONFIRM THE PRIVACY NOTICE HAS BEEN RECIEVED
MINNESOTA DEPARTMENT OF HUMAN SERVICES LICENSED FACILITIES
EDUCATIONAL PROGRAMS, TEMPORARY EMPLOYMENT AGENCIES, PROFESSIONAL SERVICES AGENCIES
BACKGROUND STUDY PRIVACY NOTICE
Because the Minnesota Department of Human Services is requesting that you provide private information about yourself, the Minnesota Government Data Practices Act requires that you be informed of the following:
CONFIRM PRIVACY NOTICE
Please select one of the checkboxes below.
Print Privacy Notice
I am the subject of this background study, and I confirm I have reviewed the privacy notice.
I am initiating this background study on someone else, and I confirm the privacy notice has been provided to the subject of the background study.
Next Tab

General Information tab: This tab holds the information on the individual. It is the responsibility of the organization to verify the information submitted on the subject. The information should be entered as follows:

Name - First: Required field. Enter the subject's legal first name. Do not enter nicknames. Do not enter generational indicators (e.g. "Jr.", "Sr.", "II", "III", "IV", etc.), professional indicators ("MD", "PhD", "LICSW", etc), or clerical designations ("Father", "Sister", "Rabbi", etc.).

Middle: Required field. Enter the subject's legal middle name, if they have one. Do not enter nicknames. If they do not have a middle name, you will be prompted to verify that they don't have one and NETStudy will enter in "NMN" (no middle name).

Last: Required field. Enter the subject's legal last name. Again, do not enter generational indicators (e.g. "Jr.", "Sr.", "II", "III", "IV", etc.), professional indicators ("MD", "PhD", "LICSW", etc), or clerical designations ("Father", "Sister", "Rabbi", etc.).

Gender: Required field. Click on the appropriate button to indicate the subject's gender.

MN DL# or MN State ID#: Required field. Only enter this information if the subject has a Minnesota driver's license or Minnesota state identification number. Do not enter driver's license or identification numbers from other states. If the subject does not have a Minnesota driver's license or Minnesota state identification number, you will be prompted to verify that they don't have one.

Race: Optional field. Enter the race of the subject from the drop-down menu. If the subject chose not to provide this information, leave this field blank. (NOTE: Unfortunately, because of limitations imposed by other databases, the racial descriptions are not consistent with common practice.)

SSN: Optional field. Enter the subject's social security number in the format 123456789 (not 123-45-6789). If the subject does not have a social security number or chose not to provide it, leave this field blank.

Phone: Optional field. Enter the subject's telephone number, including area code, in the following format: 1234567899 (not 123-456-7899). If the subject does not have a telephone number or chose not to provide it, leave this field blank.

Date of Birth: Required field. Enter the subject's date of birth in the format mm/dd/yyyy (ex: "12/25/1960").

Age: This is not a field that is entered by the user, rather it is computed based on the subject's date of birth as entered above when the user leaves the "Date of Birth" field. This field will calculate the subject's age in years. It is intended as a means of double-checking the date of birth, in case data entry errors occurred. For example, if the date of birth "12/25/1960 was entered incorrectly as "12/25/1690", this field would indicate that the individual is 321 years old.

Address tab: This tab holds the subject's mailing address. The address will be used to notify the subject of the result, or to contact the subject if additional information is needed.

Address: Required field. It is recommended that the user enter abbreviations in conformance with the US Postal Service recommendations (See Attachment E).

State: Required field. Choose the state from the drop-down menu. The state must be chosen before the city because if the state is Minnesota, then the application assists the user with entering the city (see "City" below).

City: Required field. Enter the city. If the state that was previously chosen was Minnesota, then when the user starts typing the city name, the application will present the user with a list of valid cities or townships in Minnesota (the names will appear in the large box beneath "City" and "Zip"). The user must choose one of the cities from the list by clicking on it to highlight it.

Zip: Required field. Enter the subject's five-digit zip code.

International addresses: NETStudy cannot be used to submit background studies for individuals with international addresses. The background study request must be submitted using the paper form, with a note attached explaining why a background study of the individual is necessary, and listing the individual's full address.

Other Names tab: This information is required if the subject has used any other first or last name(s) either formally or informally in the past. Examples would include, but would not be limited to: changes of name as a result of marriage or divorce, other legal changes of name, and English-language names informally adopted as substitutes for foreign-language names.

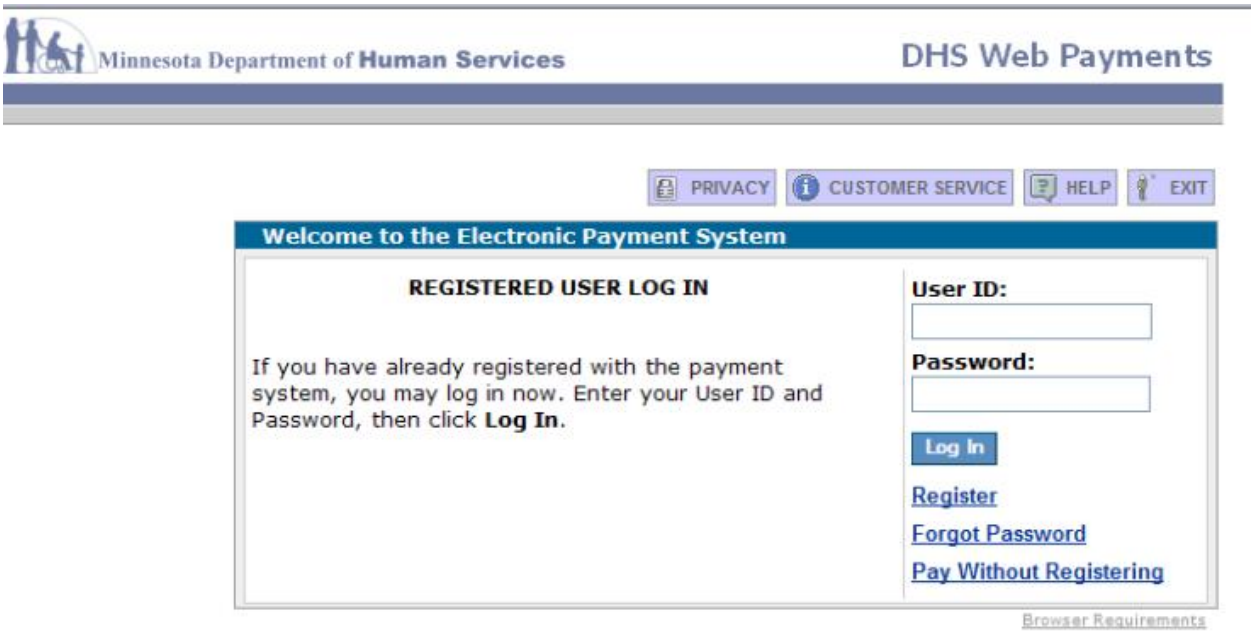
PCA Services? tab (this only shows for certain programs and certain users: A question appears asking "If the subject of the background study is going to provide personal care assistant (PCA) or qualified professional (QP) services for which the agency intends to bill under "T1019 with or without a modifier" and/or enroll as a PCA/QP in Minnesota Health Care Programs (MHCP)? A user must answer the question by answering yes or no.

Important Note: If at any time during the creation of a study, the user clicks <Cancel/Return to Main Menu>, the user will be returned to the Main Menu and any information already entered will be lost.

When all required information has been entered, the user clicks the <Create Study> button. A message will be displayed that confirms that the study has been created but not submitted. The message will state, "Background study request created successfully. This individual can't provide services until payment has been made. To make payment, click on 'Make Payment and Submit Studies' button to be directed to the US Bank website. Follow the instructions on the US Bank website to make payment. Once payment has been made, log back into NETStudy, go to the Review Results page and print out the submitted study for your records. The individual will then be able to provide direct contact services with continuous supervision pending a notice from the Department of Human Services." The data that was entered is saved, but is <u>not</u> submitted to DHS at this point. A user must make payment on the US Bank website (see section entitled "Make Payment").

Make Payment

By submitting background studies through NETStudy, your program will pay for the studies before they are submitted to DHS. Payments will be made through the US Bank website. When you receive a payment confirmation, the studies will be submitted to DHS. Only MasterCard and VISA credit or debit cards will be accepted. As a first time user going to the US Bank website or a user who gets locked, your agency should click the "Register" and fill out the 'User Registration' form. From there on, your agency should enter in the User ID and Password that was created for the US Bank website.



Follow the instructions on the US Bank website to make payment. US Bank will provide you with a receipt of payment. It is your responsibility to keep track of the studies for which payment was made. The Background Study Unit **does not** have access to that information.

To receive a "proof of submission" page for your agency's record, you will have to log back into NETStudy, go to "Review Results" and print the 'Study Request Information' page by clicking on the request ID.

Warning Please be careful when entering studies. If payment is made on a study and you realize that the information is wrong, DHS will not be able to reimburse you for the incorrect study. A new study must be resubmitted and you will be charged for the corrected study.

Reviewing Results of Studies

The status of background studies submitted can be checked by choosing this option at the Main Menu.

Because of the unique and often complex nature of individual background studies, results will be communicated via US mail in addition to NETStudy. This will ensure that the subject of the background study (who does not have a means of accessing the result electronically) and the organization will receive the paper result at the same time. It also allows the communication of the result, and any actions required of either party, in much greater detail than would be possible in a one or two-word description.

Periodically, results will be purged from the application. A final result will be maintained on the site for an additional 60 days. This will allow the assurance that the agency and subject have had time to receive the paper notification of the study result.

The "Review Results of Studies" screen includes the following elements, from left to right on the screen. (NOTE: It is possible to sort the studies by clicking on the column header).

Request ID #: Clicking on this link will allow the user to view the information that was submitted as part of the background study process. This is a tracking # that is used through NETStudy.
Study ID: The background study # that will appear on all correspondence.
Facility ID: The program's license **#**, agency **#**, or program **#**.
Created by: The User Name of the user who created the study.
Date Created: The date that the study was created.
Submitted By: The User Name of the user who submitted the study.
Date Submitted: The date the study was submitted.
Results Status: See Attachment A for the statuses and definitions.

NOTE: These definitions can be viewed by clicking on the icon to the right of the "Results status" header.

Result Date: The date of the status.

Subject Name: The name of the study subject.
Gender: The gender of the study subject.
Date of Birth: The date of birth of the study subject.
Driver License/ID No: A Minnesota driver's license **#** of Minnesota State ID.
Race: The race of the study subject.
SSN: The social security number of the study subject. This # will show in asterisks.
Phone: The phone # of the study subject.
Address: The address of the study subject.
City, State, Zip: The city, state, and zip code of the study subject.
Other Names: Other first and last name by which the study subject has been known by.

Security

There are a number of issues to consider that relate to the security of the data managed by the application.

Data protection during transmission: The application uses secure sockets layer (SSL) to encrypt traffic between each workstation's browser and the web server. This prevents someone who might intercept the traffic from being able to read the requests and the responses.

Application logon: Application security requires each user to log on in order to have access to the information that applies to that user. Since the login process is also encrypted, the user id and

password for each session is also secure. This leaves the most likely source of "hacking" as a user who shares (knowingly or not) an ID and password with someone else.

Discouraging browsing: Organizations must take reasonable measures to assure that there is no inappropriate use of the application.

Creating your password: As a basic rule, a good password adheres to as many of the following guidelines as a system will accommodate:

- Do not use familiar names
- Avoid using commonly known facts about yourself
- Do not use words found in the dictionary
- Utilize both letters and numbers
- Use special characters, if possible
- Use upper- and lower-case letters, if possible
- Combine misspelled words

Password protection:

Do not share your password with anyone: If you share your password with someone else then you compromise the accountability of your user ID. You may have to accept the responsibility of any actions they take on our systems using your ID. Do not share your password with anyone for any reason. If you feel your password has been compromised change it immediately.

Never write down your password: The safest place to store your password is in your head. Using the previous tips for creating a better password, devise something that will be secure yet you can remember. If, for some reason, you feel you can not remember your password, try writing a phrase or hint that will remind you but not give it away to anyone that might find it.

Don't store your password in a computer file: Storing your password in a computer file, whether on your hard drive or on a floppy disk, can make it vulnerable to access by others.

If you ever receive a telephone call from someone claiming to need your password, report it immediately: No one in DHS should ever call you and ask for your password. Your user ID and password are unique and are used to identify you on our systems. As previously stated, you should never share them with anyone. If you ever receive a call requesting that you divulge your ID and password, simply refuse and notify the Licensing Division at 651-296-3971.

Logging off / closing browser: Logging off of the application after a session, or if the user has to leave the workstation is important in order to assure that another individual does not make inappropriate or unauthorized use of the application. IMPORTANT NOTE: Failure to close the browser while the computer is unattended could allow unauthorized users to access private data by using use the browser's <BACK> button to view previous screens.

Attachment A

NETStudy Statuses and Definitions

Updated: May 2010

Key – DQ = Disqualified

"Call for Status": Call the Background Studies Call Center at 651-296-3802 for further information.

"Disqualified A": The individual is disqualified from a position allowing direct contact with, or access to, people receiving services. Your program may choose whether or not to allow the person to continue to provide direct contact services pending a possible reconsideration decision by the Commissioner. If your program does choose to allow the person to continue in a position allowing direct contact services, the program must first:

- Obtain from the individual a copy of his/her notice of disqualification, which explains the reason(s) for disqualification; and
- Ensure that he/she requests reconsideration within 15 days of receiving his/her notice of disqualification.

Letters explaining this matter in further detail have been mailed to the individual and your program.

"Disqualified B": The individual is disqualified from a position allowing direct contact with, or access to, people receiving services. Your program may choose to allow the person to continue to provide direct contact services pending a possible reconsideration decision by the Commissioner. If your program does choose to allow the person to continue in a position allowing direct contact services, the program must first:

- Obtain from the individual a copy of his/her notice of disqualification, which explains the reason(s) for disqualification;
- Ensure that he/she requests reconsideration within 30 days of receiving his/her notice of disqualification; and
- Ensure that the individual is under continuous, direct supervision (as defined in Minnesota Statutes, section 245C.02, subdivision 8) when providing direct contact services. If the program is a nursing home or boarding care home licensed by the Minnesota Department of Health, the subject must also be supervised when having access to persons receiving services.

Letters explaining this matter in further detail have been mailed to the individual and your program.

"Disqualified C": County or private agency studies related to CHILD FOSTER CARE: The individual's background study is affiliated with an initial application for child foster care. The individual is disqualified from a position allowing direct contact with, or access to, people receiving services. A letter explaining this matter in further detail has been mailed to the individual. A copy of the letter has been mailed to the county or private agency that submitted the background study.

"Done-Passed, Other Finding": County or private agency studies related to CHILD FOSTER CARE: The background study request has been processed and a notice is being mailed to the individual and the county or private agency that submitted the study. The individual is not disqualified. Other information has been obtained as a result of the background study which is being included with the notice to the county or private agency that initiated the study in order to fully inform the agency of the results of the study.

County agency studies related to INDIVIDUAL ADULT FOSTER CARE: The background study request has been processed and a notice is being mailed to the individual and the county or private agency that submitted the study. The individual is not disqualified. Other information has been obtained as a result of the background study which is being included with the notice to the county agency that initiated the study in order to fully inform the agency of the results of the study.

"Done-Passed": The background study request has been processed and a notice is being mailed to both the individual and your program indicating that the study subject may provide direct contact services for your program. "Direct contact services" is defined in Minnesota Statutes, section 245C.02, subdivision 11, as "providing face-to-face care, training, supervision, counseling, consultation, or medication assistance to persons served by a program."

County or private agency studies related to CHILD FOSTER CARE: The background study request has been processed and a notice is being mailed to the individual and the county or private agency that submitted the study. The individual is not disqualified.

"DQ Set Aside: The individual remains disqualified, but the disqualification has been set aside for this program. The individual can work in a position allowing direct contact with, or access to, persons receiving services from your program. Letters explaining this matter in further detail have been mailed to the individual and your program.

County or private agency studies related to CHILD FOSTER CARE: The individual remains disqualified, but the disqualification has been set aside for this child foster care license or application. Letters explaining this matter in further detail have been mailed to the individual, the license holder (if applicable) and the county or private agency.

"DQ w/ Variance": Your program has been granted a variance to the individual's disqualification. Letters explaining the terms under which the individual may work have been mailed to your program or agency.

County or private agency studies related to CHILD FOSTER CARE: The license holder has been granted a variance to the individual's disqualification. Letters explaining the terms of the variance have been mailed to the license holder and the county or private agency.

"DQ-Recon Requested": The individual is disqualified. A request for reconsideration has been submitted. **Refer to your previous correspondence from DHS for details regarding the individual's ability to work or remain in a position allowing direct contact pending reconsideration.** You will be notified in writing once a decision is made regarding the individual's request for reconsideration.

County or private agency studies related to CHILD FOSTER CARE: The individual is disqualified. A request for reconsideration has been submitted. **Refer to your previous correspondence from DHS for details regarding the individual's ability to work or remain in a position allowing direct contact pending reconsideration.** You will be notified in writing once a decision is made regarding the individual's request for reconsideration.

"DQ-Variance Denied": The request for a variance to the individual's disqualification has been denied. Letters explaining this matter in further detail have been mailed to the subject and your program.

County or private agency studies related to CHILD FOSTER CARE: The request for a variance to the individual's disqualification has been denied. Letters explaining this matter in further detail have been mailed to the subject, the license holder and the county or private agency.

"Finding: County or private agency studies related to ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the county or private agency that initiated the background study. The information obtained does not include a "barrier" conviction. A mailer explaining this matter in further detail has been sent to the agency.

Studies conducted under interagency agreement between tribal organization and DHS related to CHILD FOSTER CARE AND ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the tribal organization that initiated the background study. The information obtained does not include a "barrier" conviction. A mailer explaining this matter in further detail has been sent to the tribal organization.

Studies conducted for the Board of Behavioral Health and Therapy: The background study on the individual has been completed. Information has been found as a result of the background study. The information will be sent to the Board of Behavioral Health and Therapy.

Studies conducted for Guardian Ad Litem**:** The background study on the individual has been completed. Information has been found as a result of the background. The information will be sent to the court that initiated the background study.

"Finding – Barrier": County or private agency studies related to ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the county or private agency that initiated the background study. The information obtained DOES include a "barrier" conviction. A letter explaining this matter in further detail has been mailed to the agency.

Studies conducted under interagency agreement between tribal organization and DHS related to CHILD FOSTER CARE AND ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the tribal organization that initiated the background study. The information obtained DOES include a "barrier" conviction. A letter explaining this matter in further detail has been mailed to the tribal organization.

"Incomplete": Fingerprints were not received. The individual's background study can't be completed.

"Inv – Must Immediately Remove": The Licensing Division has information regarding the individual that may cause this person to be disqualified. Your program must immediately remove this individual from any position allowing direct contact with, or access to, persons receiving services from your program pending a possible disqualification decision by the Commissioner. You and the individual will be notified in writing of the Commissioner's decision.

"Inv – Must Supervise": The Licensing Division has information regarding the individual that may cause this person to be disqualified. Your program may allow the person to continue in a position allowing direct contact with persons receiving services from your program pending a possible disqualification decision by the Commissioner providing that your program has arranged for the individual to be continuously within sight or hearing of a supervising staff person whenever s/he is in a position allowing direct contact with persons receiving services from your program. You and the individual will be notified in writing of the Commissioner's decision.

"Limited Set Aside": The individual remains disqualified, but the program has been granted a limited set aside to the individual's disqualification. Letters explaining this matter in further detail have been mailed to the individual and your program.

"More Time Is Needed": County or private agency studies related to ADOPTIONS: The background study request has been received but is not complete. A notice has been sent to the county or private agency that initiated the background study indicating more time is needed to complete the study. The county or private agency will receive written notification once the background study is complete.

Studies conducted under interagency agreement between tribal organization and DHS related to CHILD FOSTER CARE AND ADOPTIONS: The background study request has been received but is not complete. A notice has been sent to the tribal organization that initiated the background study indicating more time is needed to complete the study. The tribal organization will receive written notification once the background study is complete.

Studies conducted for Guardian Ad Litem**:** The background study request has been received but is not complete. A notice has been sent to the court that initiated the background study indicating more time is needed to complete the study. The court will receive written notification once the background study is complete.

"Must Immediately Remove": The individual is disqualified and must be immediately removed from a position allowing direct contact with, or access to, people receiving services. The individual and your program will receive written notification of the individual's background study status.

County or private agency studies related to CHILD FOSTER CARE: The individual is disqualified and must be immediately removed from a position allowing direct contact with, or access to, people receiving services. The individual, license holder and the county or private agency will receive written notification explaining the individual's background study status.

"No Finding": County or private agency studies related to ADOPTIONS: The background study on the individual has been completed. No criminal or maltreatment history has been found. A notice has been sent to the county or private agency that initiated the background study.
Studies conducted under interagency agreement between tribal organization and DHS related to CHILD FOSTER CARE AND ADOPTIONS: The background study on the individual has been completed. No criminal or maltreatment history has been found. A notice has been sent to the tribal organization that initiated the background study.

Studies conducted for the Board of Behavioral Health and Therapy: The background study on the individual has been completed. No criminal or maltreatment history has been found. A written notice has been sent to the Board of Behavioral Health and Therapy.

Studies conducted for Guardian Ad Litem**:** The background study on the individual has been completed. No criminal or maltreatment history has been found. A notice has been sent to the court that initiated the background study.

"Not Done-Cannot Yet Enroll": The individual may not provide personal care assistant services or qualified professional services (as defined in Minnesota Statutes, section 256B.0659, subdivision 1) in Minnesota Health Care Programs (MHCP) for which the agency intends to bill under T1019 (with or without a modifier), or enroll as an individual Personal Care Assistant in MHCP until a background study under Minnesota Statutes Chapter 245C has been completed and your agency and individual receive a written notice stating either that the individual isn't disqualified, or that the individual is disqualified, but the disqualification has been set aside for your agency.

"Not Done-Must Supervise": The background study request has been received and is being processed. More time is needed to complete the study. While this study is being processed your program must ensure that the individual is under continuous, direct supervision (as defined in Minnesota Statutes, section 245C.02, subdivision 8) when providing direct contact services. If the program is a nursing home or boarding care home licensed by the Minnesota Department of Health, the subject must also be supervised when having access to persons receiving services.

"Not Done-No Superv Requ": The background study request has been received and is being processed. However a notice is being mailed to both the individual and your program indicating that more time is needed to complete the study. Your program may allow the subject to provide direct contact services without continuous supervision.

When the study has been completed one of two things will happen: A) The subject and your program will receive a background study clearance form; or B) the subject and your program will receive further notification of the individual's background study status.

County or private agency studies related to CHILD FOSTER CARE: The background study request has been received and is being processed. A notice is being mailed to the individual and the county/private agency indicating that more time is needed to complete the study. If the study is affiliated with a currently licensed child foster care, the license holder has also received a notice.

While the study is being completed, the individual may be in a position providing direct contact services without continuous supervision. Once the study is complete, the individual and the county or private agency (and licensed holder, if applicable) will either receive a background study clearance form or further notification of the individual's background study status.

"Processing Not Yet Begun": The background study request has been submitted, but processing has not yet begun. NOTE: If this status persists for more than three business days, email the NETStudy Administrator at DHS.NETStudyAdmin@state.mn.us .

"Remains Set Aside": This individual's background study was submitted because he/she is a person affiliated with a licensed child foster care program. The individual's background study resulted in criminal or maltreatment information being obtained which causes him/her to be disqualified. A previous study done by the county or private agency that submitted this background study resulted in the same findings. At that time the individual was disqualified, requested reconsideration and the disqualification was set aside for the same licensed child foster care program.

Because this background study resulted in no new information that would indicate the individual may pose a risk of harm to persons served by the licensed child foster program, his/her disqualification remains set aside for the licensed child foster care program for which you submitted the study. A mailer has been sent to your agency, the individual, and the license holder explaining this matter in further detail.

"Study Cancelled": The study was cancelled at the request of your program or agency, or because either the study subject is no longer affiliated with the program, or it was a duplicate of a study previously submitted.

Frequently Asked Questions
July 2011

NEW ELECTRONICALLY TRANSMITTED Study

Q: What is NETStudy?
A: NETStudy is a Web-based application that allows certain agencies to submit employee background studies to the Minnesota Department of Human Services, and to track the studies via the Internet.

Q: What is the current status of the project?
A: As of this date, training is being offered to new users. Visit www.dhs.state.mn.us/licensing and follow the link to "Background Studies" for further information.

Q: Who can participate?
A: Any agency that is required to conduct studies under Minnesota Statutes, section 245C, or Minnesota Statutes, section 144.057 may submit studies electronically. This includes the following types of agencies: 1) agencies licensed by the Minnesota Department of Human Services, 2) agencies licensed by the Minnesota Health Department, 3) certain agencies licensed by the Minnesota Department of Corrections, 4) nonlicensed Personal Care Provider Organizations, 5) certain personnel agencies / educational programs / professional services agencies 6) supplemental nursing services agencies registered with the Minnesota Health Department, and 7) county and private agencies for purposes of submitting background studies associated with child foster care licensing and adoptions.

Q: How will it work?
A: The agency will log in to its account via the Internet. The agency will then be able to enter the information required to conduct a background study, submit the information to the Department of Human Services and view the result. The agency will be able to create and maintain their own users, and assign various rights to those users to tailor the application and security to its own needs.

Q: Is any special software required?
A: The application requires a compatible Internet browser (Internet Explorer Version 6.0 or higher, Firefox version 2.0 or higher or Safari version 3.0 or higher.)

Q: Is any special equipment/hardware required?
A: No.

Q: I have a dial-up internet connection. Can I still submit my studies electronically?
A: Yes. The application is designed to minimize download time for users with dial-up connections.

Q: Is there a cost?
A: Yes, for most of the background studies that we process. Please refer to the Background Study Fee Schedule (Attachment F) to see if your program has a cost or not.

Q: Who will enter the information?
A: The information on the study subject can be entered either by the agency or by the subject.

Q: Who is responsible for the accuracy of the information submitted?
A: As is the case with the current paper forms, the agency is responsible for verifying that the information submitted is complete and accurate.

Q: How is the information secured?
A: The application uses secure sockets layer (SSL) to encrypt data traveling in each direction between the user's workstation and the Web server. This prevents someone who might intercept the traffic from being able to read the requests and the responses. In addition, application security requires each user to log on in order to have access to the application.

Q: Will background clearance forms (e.g. the blue and yellow mailers) and other correspondence continue to be sent?
A: Yes. All of the paper correspondence that is currently generated by DHS will continue to be sent. Because of the unique and often complex nature of individual background studies, results will be communicated via US mail in addition to NETStudy. This will ensure that the subject of the background study (who does not have a means of accessing the result electronically) and the organization will receive the result at the same time. It also allows the communication of the result, and any actions required of either party, in much greater detail than would be possible in a one or two word description.

Q: Is the study result communicated by e-mail?
A: No. For security reasons, the result is only accessible via the application.

Q: Who will receive the electronic result?
A: Only those individuals who have access to the agency's NETStudy account and who have been granted the right to see the result will be able to do so.

Q: Can the subject of the study access the result online?
A: No. At this point, there is no means for a study subject to access the result online. Study subjects will continue to receive their notification via U.S. Postal Service.

Q: What kind of results will be posted?
A: There are a number of statuses that will be posted. There is a link to the definitions of the statuses within NETStudy.

Q: How long will the results remain on the Web site?
A: Periodically, results will be purged from the application. Although the time period has not been determined, the results will likely be maintained on the site for 60 days. The actual purge schedule may be altered occasionally to assure that the agency and subject have had time to receive the paper notification of the study result.

Q: What will the turnaround time be?
A: As with the current paper studies, the turnaround time fluctuates depending on the volume and rate of studies received, but the turnaround time of electronic studies will always be significantly less than that of studies submitted on paper forms. Currently, the results of studies submitted via NETStudy are available an average of 2 to 4 working days after having been submitted.

Q: Will we still have the option of sending in paper forms?
A: Personal Care Provider Organizations and Supplemental Nursing Services Agencies, as of July 15, 2006, and Temporary Employment Agencies, Educational Programs, and Professional Service Agencies, as of July 1, 2007 are required to do background studies electronically. Other agencies may continue to submit background studies either through paper form or electronically. However, the turnaround time of studies submitted on paper forms is and will be significantly longer than that of those submitted electronically.

Q: I'm interested in participating. What should I do next?
A: Visit http://www.dhs.state.mn.us/licensing and follow the link to “Background Studies”. Details on up-coming training will be posted periodically, along with instructions on how to enroll.

Q: Who should I contact for further information regarding NETStudy?
A: For specific questions regarding the application, contact the administrator by e-mail at DHS.NETStudyAdmin@state.mn.us.

Q: Who should I contact if I have general questions regarding background study requirements/procedures?
A: For general questions regarding background study requirements, call the Minnesota Department of Human Services, Licensing Division at (651) 296-3971 or e-mail DHS.BackgroundStudyAdmin@state.mn.us.

Q: Who should I contact if I have questions regarding a letter or other correspondence I have received?
A: If you have specific questions about correspondence you have received, please refer to that correspondence for the name and phone number of the appropriate contact person.

Attachment C

Registration and Training Information

The Department of Human Services is offering training on NETStudy, the web-based application used to submit background studies and receive the results online. A limited user has been given to your program. The temporary user only has the rights to create/submit studies and view the results of those studies. In order to receive full rights, a representative from your program has to attend a NETStudy training course. Below is a list of dates for the training and instructions on how to register.

1. Choose a training date and location

Wednesday, August 17, 2011 - 1:30 p.m. to 3:30 p.m.

Albert Lea	**Alexandria**	**Bagley**	**Brainerd**
Duluth	**Grand Rapids**	**Mankato**	**Marshall**
Moorhead	**Rochester**	**St Cloud**	**St Paul**
West St. Paul	**Willmar**		

Wednesday, October 19, 2011 - 1:30 p.m. to 3:30 p.m.

Albert Lea	**Alexandria**	**Bagley**	**Brainerd**
Duluth	**Grand Rapids**	**Mankato**	**Marshall**
Moorhead	**Rochester**	**St Cloud**	**St Paul**
West St. Paul	**Willmar**		

Wednesday, December 21, 2011 - 1:30 p.m. to 3:30 p.m.

Albert Lea	**Alexandria**	**Bagley**	**Brainerd**
Duluth	**Grand Rapids**	**Mankato**	**Marshall**
Moorhead	**Rochester**	**St Cloud**	**St Paul**
West St. Paul	**Willmar**		

2. **Send an email to:**
   Dawn.Ryan@state.mn.us

   include all of the following information:
   1. **your name**
   2. **your telephone number**
   3. **your identification number that you use to submit background studies to the Department of Human Services (DHS) (example: License #, Health Facility ID #, or other ID #s issued to you by the DHS, Licensing Division. This is not your MA provider #)**
   4. **the site of the training session you'd like to attend**

3. **You will receive notice by email once your registration has been confirmed.**
   FOR FURTHER INFORMATION: Visit the web at www.dhs.state.mn.us/licensing and follow the link to "Background Studies", then to "NETStudy".

NOTE: Registration is required in order to attend and registrations will not be accepted the day of training.

For Further Information

- Contact the Background Study Administrator for policy/procedure/status issues such as: turnaround time, clarifying requirements, changing the names of facility contacts, checking the status of studies, re-printing studies, etc.

    - By email at **DHS.BackgroundStudyAdmin@state.mn.us**
    - or visit the web at **www.dhs.state.mn.us/licensing**

- Contact the NETStudy Administrator for technical issues such as: unable to log in, web site down, forgotten password, registration for training, request for temporary or permanent activation of a NETStudy account, etc.

    - By email at **DHS.NETStudyAdmin@state.mn.us**
    - or visit the web at **www.dhs.state.mn.us/licensing**

US Postal Service Recommendations

Primary Street Suffix Name	Postal Service Standard Suffix Abbreviation	Primary Street Suffix Name	Postal Standard Suffix Abbreviation
ALLEY	ALY	EXTENSIONS	EXTS
ANNEX	ANX	FALL	FALL
ARCADE	ARC	FALLS	FLS
AVENUE	AVE	FERRY	FRY
BAYOO	BYU	FIELD	FLD
BEACH	BCH	FIELDS	FLDS
BEND	BND	FLAT	FLT
BLUFF	BLF	FLATS	FLTS
BLUFFS	BLFS	FORD	FRD
BOTTOM	BTM	FORDS	FRDS
BOULEVARD	BLVD	FOREST	FRST
BRANCH	BR	FORGE	FRG
BRIDGE	BRG	FORGES	FRGS
BROOK	BRK	FORK	FRK
BROOKS	BRKS	FORKS	FRKS
BURG	BG	FORT	FT
BURGS	BGS	FREEWAY	FWY
BYPASS	BYP	GARDEN	GDN
CAMP	CP	GARDENS	GDNS
CANYON	CYN	GATEWAY	GTWY
CAPE	CPE	GLEN	GLN
CAUSEWAY	CSWY	GLENS	GLNS
CENTER	CTR	GREEN	GRN
CENTERS	CTRS	GREENS	GRNS
CIRCLE	CIR	GROVE	GRV
CIRCLES	CIRS	GROVES	GRVS
CLIFF	CLF	HARBOR	HBR
CLIFFS	CLFS	HARBORS	HBRS
CLUB	CLB	HAVEN	HVN
COMMON	CMN	HEIGHTS	HTS
CORNER	COR	HIGHWAY	HWY
CORNERS	CORS	HILL	HL
COURSE	CRSE	HILLS	HLS
COURT	CT	HOLLOW	HOLW
COURTS	CTS	INLET	INLT
COVE	CV	ISLAND	IS
COVES	CVS	ISLANDS	ISS
CREEK	CRK	ISLE	ISLE
CRESCENT	CRES	JUNCTION	JCT
CREST	CRST	JUNCTIONS	JCTS
CROSSING	XING	KEY	KY
CROSSROAD	XRD	KEYS	KYS
CURVE	CURV	KNOLL	KNL
DALE	DL	KNOLLS	KNLS
DAM	DM	LAKE	LK
DIVIDE	DV	LAKES	LKS
DRIVE	DR	LAND	LAND
DRIVES	DRS	LANDING	LNDG
ESTATE	EST	LANE	LN
ESTATES	ESTS	LIGHT	LGT
EXPRESSWAY	EXPY	LIGHTS	LGTS
EXTENSION	EXT	LOAF	LF

Primary Street Suffix Name	Postal Service Standard Suffix Abbreviation	Primary Street Suffix Name	Postal Standard Suffix Abbreviation
LOCK	LCK	ROW	ROW
LOCKS	LCKS	RUE	RUE
LODGE	LDG	RUN	RUN
LOOP	LOOP	SHOAL	SHL
MALL	MALL	SHOALS	SHLS
MANOR	MNR	SHORE	SHR
MANORS	MNRS	SHORES	SHRS
MEADOW	MDW	SKYWAY	SKWY
MEADOWS	MDWS	SPRING	SPG
MEWS	MEWS	SPRINGS	SPGS
MILL	ML	SPUR	SPUR
MILLS	MLS	SPURS	SPUR
MISSION	MSN	SQUARE	SQ
MOTORWAY	MTWY	SQUARES	SQS
MOUNT	MT	STATION	STA
MOUNTAIN	MTN	STRAVENUE	STRA
MOUNTAINS	MTNS	STREAM	STRM
NECK	NCK	STREET	ST
ORCHARD	ORCH	STREETS	STS
OVAL	OVAL	SUMMIT	SMT
OVERPASS	OPAS	TERRACE	TER
PARK	PARK	THROUGHWAY	TRWY
PARKS	PARK	TRACE	TRCE
PARKWAY	PKWY	TRACK	TRAK
PARKWAYS	PKWY	TRAFFICWAY	TRFY
PASS	PASS	TRAIL	TRL
PASSAGE	PSGE	TUNNEL	TUNL
PATH	PATH	TURNPIKE	TPKE
PIKE	PIKE	UNDERPASS	UPAS
PINE	PNE	UNION	UN
PINES	PNES	UNIONS	UNS
PLACE	PL	VALLEY	VLY
PLAIN	PLN	VALLEYS	VLYS
PLAINS	PLNS	VIADUCT	VIA
PLAZA	PLZ	VIEW	VW
POINT	PT	VIEWS	VWS
POINTS	PTS	VILLAGE	VLG
PORT	PRT	VILLAGES	VLGS
PORTS	PRTS	VILLE	VL
PRAIRIE	PR	VISTA	VIS
RADIAL	RADL	WALK	WALK
RAMP	RAMP	WALKS	WALK
RANCH	RNCH	WALL	WALL
RAPID	RPD	WAY	WAY
RAPIDS	RPDS	WAYS	WAYS
REST	RST	WELL	WL
RIDGE	RDG	WELLS	WLS
RIDGES	RDGS		
RIVER	RIV		
ROAD	RD		
ROADS	RDS		
ROUTE	RTE		

Background Study Fee Schedule

Program/Service Type	Fee amount
Adoption background studies conducted for licensed private child placing agencies	$70
Adoption background studies conducted for county agencies	$0
Adult day care centers	$20
Adult foster care	$20
Chemical dependency treatment programs (Rule 31)	$20
Child care centers (Rule 3)	$20
Child foster care	$0
Child placing agencies (Rule 4)	$20
Children's residential facilities (Chapter 2960)	$20
Children's therapeutic services and supports	$20
Crisis respite services (245B CR)	$20
Day training and habilitation services (245B DTH)	$20
Detox services (Rule 32)	$20
Educational Programs	$20
Family adult day services	$20
Family child care (DHS does not conduct these background studies)	N/A
Guardian ad litem background studies	$20 (or $50 when FBI record check required)
Guardian and conservator background studies	$20 (or $50 when FBI record check required)
Independent living assistance for youth (245A.22)	$20
Juvenile facilities licensed solely by the Minnesota Department of Corrections	$0
Minnesota Sex Offender Treatment Programs	$20
Personal Care Provider Organization (PCA)	$20
Professional Services Agencies	$20
Residential facilities for adults with mental illness (Rule 36)	$20
Intensive residential treatment service programs (IRTS Variance)	$20
Residential habilitation services (245B DD waiver)	$20
Residential programs and services for physically disabled (Rule 80)	$20
Residential facilities for people with DD (both ICF/DD certified and those not certified) (245B RS)	$20
Semi-independent living services (245B SILS)	$20
Supplemental nursing services agencies	$20
Supported employment services (245B SES)	$20
Temporary personnel agencies	$20
Unlicensed home and community based waiver providers of services to seniors and individuals with disabilities	$20
Background studies conducted for programs licensed by the Minnesota Department of Health (ex. hospitals, nursing homes, home health agencies, boarding care facilities, board and lodging facilities)	$0